

Batch Hot Cut Details
Central Office

Line Status: P-Pending Update Update Batch Status: COMPLETED Undo Batch

Due Date: 09/20/2004 CLLE: ARVDCOMA CLLEC: M01
(*All times are in Mountain Time)

Select All Clear All Previous

CLO	TN	Order No.	Line Status	*Start Time	Exp M	RO CFA	PON	*Start Time
<input type="checkbox"/> COS623280001		N11412536	C-Completed	09/20 18:46	1stcbs	ALT01 24-NL 2121 ODISHENW ODISHENWHO1	Retry_NoFac	09/03 15:52
<input type="checkbox"/> COS623280001	308-381-4377	N55616661	C-Completed	09/20 18:46	1stcbs	ALT01 24-NL 2121 GOLSHENW ODISHENWHO1	BHOM01_UBL_TEST1	09/20 12:11

Select All Clear All Previous

Quest Software
Wehere and Northgate Safety to Quest Software, Future or All Other Having a Hand to Know.

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EXHIBIT DP-14

Qwest Communications®

Service Interval Guide For

Resale, Unbundled Network Elements (UNE) and Interconnection Services

V28.0

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest.
Please refer to the Web location (<http://www.qwest.com/wholesale/guides/sig/index.html>) for the most current copy.

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Service Interval Guide for Resale, UNE and Interconnection Services

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GENERAL INFORMATION

Introduction

The General Information section of this document contains information applicable to all products, unless otherwise noted. Please reference product section guidelines to determine variances.

This document represents guidelines (only where specified) currently in effect unless otherwise specified in tariffs, commission orders, state statutes, or in a negotiated or arbitrated contract between Qwest and a Competitive Local Exchange Carrier (CLEC).

While Qwest strives to achieve these intervals, deviations from these intervals may be unavoidable in some individual cases because of a variety of circumstances, including severe weather conditions, acts of God, extraordinary workloads, Central Office (CO) conversions, system outages, facility cuts, work stoppages, and in other circumstances typically contained in "force majeure" contract clauses. As a result, the average intervals that are experienced may exceed the performance guidelines set forth in this document.

Guidelines published in this document are for all activity types unless otherwise stated in the product specific sections of this document, i.e., new service, changes in service address, etc., where Qwest-owned facilities and/or network capacity are currently in place. Requests for facilities and/or network capacity not currently in place may be handled on an Individual Case Basis (ICB) or as explicitly specified in this guide. Additional information regarding facility/capacity availability and construction options can be accessed in the following documents:

- Provisioning and Installation Overview
- CLEC Requested UNE Construction (CRUNEC)
- Individual Product Catalogs (PCATs)
- Statement of Generally Available Terms (SGAT)

- CLEC to CLEC and product to product migrations/conversions follow the interval rules established for the product the end-user is moving to, or as modified in the specific product section of this guide, as appropriate. For example:
- An Unbundled Local Loop (UBL) end user moving from one CLEC to another will use the applicable UBL interval identified in the UBL section of this guide.
- A Resale end-user moving to an UBL with the same CLEC will use the applicable UBL interval identified in the UBL section of this guide.
- Private Line Transport converting to Enhanced Extended Loop or Loop Mux Combination.
When a CLEC writes a migration order as a Disconnect and New Connect and the intervals are different, the longer of the two intervals will apply for both orders.

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The installation intervals indicated in this document apply to all quantities unless otherwise indicated in the “Services Ordered” sections.

Regardless of the number of Access Service Requests (ASRs) or Local Service Requests (LSRs) submitted, the quantity used for determining the appropriate standard interval will be the sum of the quantities of requests for like service at the same location requested for turn-up on the same day.

Unless otherwise noted in this guide, due date calculations are based on Business Days excluding Saturdays, Sundays, New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day. Weekend and Holiday due dates are not appropriate unless otherwise indicated in the installation guidelines for a specific product.

Due Date Calculation

The Application Date (APP) is the day Qwest receives a complete and accurate request. The Application Date is the start of all intervals associated with the ASR/LSR. Customer’s that request a Due Date change to an earlier date would utilize the normal Expedite channels.

- Calculating the interval begins with Day 1 (day after APP). Therefore, if the request is for a product with a standard interval of 5 Business Days, and the APP (Day 0) is Monday, the installation due date is the following Monday.

Day 0 = Monday

Day 1 = Tuesday

Day 2 = Wednesday

Day 3 = Thursday

Day 4 = Friday

Day 5 or the Customer Requested Due Date whichever is longer) = Monday (week from the Monday the request for service was received)

Supplements (“SUPPs”) or corrections to orders may be issued for various reasons, including:

- Change the order’s Due Date
- Change the Service & Equipment (“S&E”)
- Cancel orders

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The following chart identifies different reasons to SUPP an order and the associated Critical Dates that are renegotiated and/or changed:

Reason	Critical Dates ¹
Customer requested Due Date change to later date.	<ul style="list-style-type: none"> Renegotiate all Critical Dates that have NOT passed. Customers must change their Due Date prior to the original Due Date of the order to avoid Dispatch and Minimum Service charges. See product specific methods for any charges and/or Customer Not Ready (ASR) and Customer Not Ready (LSR) methods in InfoBuddy for additional information. <p><i>NOTE: When extending a Due Date out further add additional days between the Plant Test Date (PTD) and the Due Date.</i></p>
Customer requested Due Date change to an earlier date.	<u>Expedite</u> through normal channels.
Customer requested S&E changes	<ul style="list-style-type: none"> If the change affects the design of the circuit, renegotiate all Critical Dates from Loop Assignment Makeup (LAM) through Due Date. Not all S&E changes may be made on a SUPP and orders must be cancelled and reissued. All Critical Dates, including Due Date are renegotiated.
Qwest caused S&E changes	Due Dates are never changed due to Company caused changes
Cancel	No negotiation is required.

For services other than Collocation, when SUPPS are submitted, provisioning intervals may be adjusted based on the change required by the SUPP:

- If the SUPP changes the fundamental design of the service (e.g. address change), due dates can be reset to a minimum interval that is not less than the standard provisioning interval for the applicable service.
- If the SUPP does not change the design of the service (e.g. due date change), due dates can be reset to a minimum of 3 Business Days from the date that Qwest receives the SUPP.

¹ Critical Dates (APP to PTD), which have passed, are never renegotiated or changed except for the reasons stated above.

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Service Interval Guide for Resale, UNE and Interconnection Services

General Information (Continued)

For LSRs that are received manually (via email or fax) an additional 24 hours is added to FOC delivery intervals.

The time of day the complete and accurate request is received may affect what is considered the APP date.

3:00 p.m. Mountain Time Cut Off applies to the following products:

- UNE-P PBX Trunks Designed
- UNE-P DSS
- EEL
- LMC
- Resale ISDN
- Resale DSS
- Resale DID
- Resale PBX Trunks Designed
- Resale Frame Relay
- Resale ATM
- Resale TLS
- Resale DS0
- Resale DS1
- Resale DS3
- UNE-P ISDN BRI
- UNE-P ISDN PRI
- Resale SHNS
- Resale CO-ACD
- Design Resale/UNE-P Centrex
- 2-Wire/4-Wire Campus Wire Sub-Loop (Arizona & Nebraska Only)
- 2-Wire/4-Wire IBC
- UDOT
- UDF
- UBS
- UPS
- LIS Trunking
- Wireless Type 2
- INP

For the products mentioned above, if a complete and accurate request is received before 3:00 p.m. Mountain Time (MT), the Application Date is the same day as the request is received. Anything received after 3:00 p.m. MT utilizes an APP of the next business day.

7:00 p.m. Mountain Time Cut Off applies to the following products:

- UNE-P POTS
- UNE-P POTS with Line Splitting
- UNE-P PAL
- UNE-P PBX Trunks Non-Designed
- UNE-P Centrex 21
- UNE-P Centrex Plus / UNE-P Centron
- Qwest DSL on UNE-P
- Resale POTS Residence
- 4-Wire VG Analog Loop
- DS1 Capable Feeder Loop
- 2-Wire Analog Distribution Loop
- Resale Centrex 21
- Resale Centrex Plus/Resale Centron
- Resale PBX Trunks Non Designed
- Resale DSL
- INP

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Service Interval Guide for Resale, UNE and Interconnection Services

General Information (Continued)

- Resale POTS Business
- 2-Wire VG Analog Loop
- 2-Wire/4-Wire Non Loaded Loop
- DS1 Capable Loop
- DS3 Capable Loop
- ADSL Compatible Loop
- XDSL-I Capable/ISDN BRI Capable Loop
- HEA
- LNP
- Shared Loop/Line Sharing
- Line Splitting
- Loop Splitting
- Line Partitioning
- Resale PAL
- Ocn Capable Loop

For the products mentioned above, if a complete and accurate request is received before 7:00 p.m. Mountain Time (MT), the APP Date is the same day as the request is received. Anything received after 7:00 p.m. MT utilizes an APP of the next business day.

- **As noted in this guide, certain requests may be eligible for a same-day due date. To be eligible for a same day due date a complete and accurate request must be received before 12p.m. Mountain Time.**

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Service Interval Guide for Resale, UNE and Interconnection Services

General Information (Continued)

Disconnect Information

The time of day the complete and accurate request is received determines the App Date and thus affects the Due Date. Refer to the 3:00 p.m. and 7:00p.m. Mountain Time cut-off rules referenced above determining App Date. For those services listed below where a same day due date is available, a 12 p.m. Mountain Time cut-off rule applies.

The following products allow a same-day or longer disconnection interval:

- UNE-P POTS
- UNE-P POTS with Line Splitting
- UNE-P PAL
- Qwest DSL on UNE-P
- Resale POTS Residence
- Resale POTS Business
- Resale PAL
- Resale Centrex 21
- Resale PBX Trunks Non Designed
- UNE-P PBX Trunks Non-Designed
- UNE-P Centrex 21
- Resale DSL
- INP
- LNP
- Shared Loop
- Line Splitting
- Line Partitioning

The following products require a three-day or longer disconnection interval:

- UNE-P PBX Trunks Designed
- UNE-P DSS
- UNE-P ISDN BRI
- UNE-P ISDN PRI
- UNE-P Centrex Plus/UNE-P Centron
- EEL
- LMC
- Resale ISDN
- Resale Centrex Plus / Resale Centron
- Resale DSS
- Resale DID
- Resale PBX Trunks Designed
- Resale Frame Relay
- Resale ATM
- Resale TLS
- 2-Wire VG Analog Loop
- 4-Wire VG Analog Loop
- 2-Wire/4-Wire Non-Loaded Loop
- Quick Loop
- DS1 Capable Loop
- DS3 Capable Loop
- ADSL Compatible Loop
- XDSL-I Capable / ISDN BRI Capable Loop
- Ocn Capable Loop
- Loop Splitting
- DS1 Capable Feeder Loop
- 2-Wire Analog Distribution Loop
- 2-Wire/4-Wire Campus Wire Sub-Loop (Arizona & Nebraska Only)
- 2-Wire/4-Wire IBC
- UDIT

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Service Interval Guide for Resale, UNE and Interconnection Services

General Information (Continued)

The following products require a three-day or longer disconnection interval - continued:

- Resale DS0
- Resale DS1
- Resale DS3
- Resale SHNS
- Resale CO-ACD
- UBS
- UPS
- Shared Distribution Loop

The following products require a five-day or longer disconnection interval:

- LIS Trunking
- Wireless Type 2
- UDF

Additional Information regarding the disconnection process can be accessed in the following documents:

- Provisioning and Installation Overview
- Individual Product Catalogs (PCATs)

Definitions

- **AS** - Affecting Service. Any other transmission conditions other than Out of Service (OOS) which impairs service, while still allowing calls to be made and received. [AS would typically include poor transmission, static on the line, intermittent cross-talk, etc.]
- **FOC** - A Firm Order Confirmation is returned to indicate (a) that Qwest has received the order, (b) that Qwest has created a Service Order, and (c) that the Service Order has been assigned a due date.
- **ICB** - Individual Case Basis. Qwest and the customer will negotiate the due date for larger quantities which will vary depending on circumstances such as facilities, project management, work group availability, etc. Contact your Service Manager regarding specific questions related to a specific product ICB interval
- **OOS** - Out of Service. The inability to make or receive local calls. [This pertains to voice grade communications. Qwest standards cannot assure data transmission of a particular level of quality on a voice grade line.]
- **N/A** - Not Applicable
- **TBD** - To Be Determined
- **TN** - Telephone Number
- **TSC** - Two/Six Code. Two alpha, six numeric unique identifying code assigned to a LIS and Wireless Type 2 Trunk Group.
- **APP** - Application Date
- **DD** - Due Date
- **DDD** - Desired Due Date
- **LAM** - Loop Assignment Makeup

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Service Interval Guide for Resale, UNE and Interconnection Services

Unbundled Network Elements Platform (UNE-P)

For UNE-P POTS, Saturday due dates are available under the following circumstances:

- ☐ The Saturday Desired Due Date (DDD) must be at least the standard interval.
- ☐ For dispatched orders, a Saturday appointment must be available and reserved in Appointment Scheduler.

For UNE-P POTS non-dispatched orders, Saturday is counted as part of the standard installation interval, even if a Saturday due date is not desired. For example: when the standard interval is 2 Business Days, an LSR submitted on a Friday morning may have a due date as early as the following Monday.

PRODUCT	Activity / Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
UNE-P POTS					
	New Installs Address Changes, or Change Requests adding new lines Facility Check indicates "AVAILABLE" and DISPATCH "NO"		24 hours manual 20 minutes fully Electronic Flow Through from Interconnect Mediated Access (IMA) to Service Order Processor (SOP)	Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days	24 hours OOS 48 hours AS
	New Installs, Address Changes, or Change Request adding New lines Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES"		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Next available due date as indicated by Appointment Scheduler Note: Appointment Scheduler minimum default interval is Three (3) Business Days. <u>Colorado and Minnesota only:</u> Appointment Scheduler minimum default interval is Two (2) Business Days	24 hours OOS 48 hours AS

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Service Interval Guide for Resale, UNE and Interconnection Services

Unbundled Network Elements Platform (UNE-P)

PRODUCT	Activity / Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
UNE-P POTS (Continued)	Conversion As Is UNE-P POTS to UNE-P POTS		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Same business day if received before noon MT, or, Next business day if received later than noon MT.	24 hours OOS 48 hours AS
	Conversion as Specified Existing Retail or Resale service to UNE-P POTS Adding a(n) additional line(s)		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days When requesting a(n) additional line(s) New Install Guidelines apply.	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List – 1 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	One (1) Business Day	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List – 2 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Two (2) Business Days	24 hours OOS 48 hours AS
	Addition or change of CO Features not provided on 'Feature Exception List – 1Day' or 'Feature Exception List – 2 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days	24 hours OOS 48 hours AS
	Number changes without inward line activity, or hunting changes without inward line activity		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days	24 hours OOS 48 hours AS

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Unbundled Network Elements Platform (UNE-P)

PRODUCT	Activity / Feature	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
UNE-P POTS (continued)	Primary Interexchange Carrier (PIC)/Local Primary Interexchange Carrier (LPIC) Change		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	One (1) Business Day	24 hours OOS 48 hours AS
	Removal of CO Features		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Same business day if request is received before noon MT, otherwise next business day (includes Saturday)	24 hours OOS 48 hours AS
	Suspend/Restore	Add/remove "vacation hold"	24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Next Business Day (includes Saturday)	24 hours OOS 48 hours AS
	Deny/Restore	Treatment for Non-payment issue	24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Same business day if request received before noon MT, otherwise next business day (includes Saturday) If request is submitted after noon MT, and a same day due date is required, follow the escalation process detailed at www.qwest.com/wholesale/clecs/exesclover.html	24 hours OOS 48 hours AS

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Unbundled Network Elements Platform (UNE-P)

PRODUCT	Activity / Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
UNE-P POTS with Line Splitting					
	Adding, Removing, or Changing Line Splitting		24 hours	Three (3) Business Days	24 hours OOS 48 hours AS

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Unbundled Network Elements Platform (UNE-P)

PRODUCT	Activity / Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
UNE-P PBX Trunks	Conversion As Is		48 hours	Five (5) Business Days	4 hours
	New Install,	1 to 8 Trunks	48 hours	Zone 1: Five (5) Business Days Zone 2: Six (6) Business Days	4 hours
	Conversion As Specified,				
	Changes (ex. PIC/LPIC or feature changes, etc.), and				
	Suspend/Restore**				
		9 to 16 Trunks	48 hours	Zone 1: Six (6) Business Days Zone 2: Seven (7) Business Days	4 hours
		17 to 24 Trunks	48 hours	Zone 1: Seven (7) Business Days Zone 2: Eight (8) Business Days	4 hours
		25 or more Trunks	192 hours	ICB Colorado Only: Twenty Four (24) Business Days	4 hours

* UNE-P PBX Analog trunks are always Designed and/or DID.

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PRODUCT	Activity / Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
UNE-P DSS	Conversion as Is		48 hours	Five (5) Business Days	4 hours
	Conversion as Specified		See intervals for type of change requested	For conversions involving: 1) Trunk addition or changes, see "Add/Change Trunks on existing facilities" 2) For design changes to T1 and Trunks, see "Add/Change Trunks on existing facilities"	For conversions involving: 1) Trunk addition or changes, see "Add/Change Trunks on existing facilities" 2) For design changes to T1 and Trunks, see "Add/Change Trunks on existing facilities"
	New Installation of T1 Facility and associated Trunks	1 to 3 Facilities with associated Trunks	48 hours	Nine (9) Business Days	4 hours
		4 to 6 Facilities	48 hours	Twelve (12) Business Days	4 hours
		7 to 9 Facilities	48 hours	Thirteen (13) Business Days	4 hours
		10 to 12 Facilities	48 hours	Seventeen (17) Business Days	4 hours

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Unbundled Network Elements Platform (UNE-P)

PRODUCT	Activity / Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
UNE-P DSS (Continued)	Add/Change Trunks on existing facilities	1 to 8 Trunks	48 hours	Five (5) Business Days	4 hours
		9 to 16 Trunks	48 hours	Six (6) Business Days	4 hours
		17 to 24 Trunks	48 hours	Seven (7) Business Days	4 hours
		25 to 32 Trunks	48 hours	Eight (8) Business Days	4 hours
		33 to 40 Trunks	48 hours	Nine (9) Business Days	4 hours
		Each Additional 8 Trunks	48 hours	One (1) Business Day for each	4 hours
	Design Changes to T1 and Trunks		48 hours	Eight (8) Business Days	4 hours
	Disconnect trunk(s)		48 hours	Three (3) Business Days	4 hours
	Disconnect facility(ies)		48 hours	Five (5) Business Days	4 hours

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Qwest Communications®
Service Interval Guide for Resale, UNE and Interconnection Services

Unbundled Network Elements Platform (UNE-P)

PRODUCT	Activity / Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
UNE-P ISDN BRI	Conversion As Is	1 to 10 Loops	24 hours	Three (3) Business Days	8 hours
		11 or more Loops	192 hours	ICB	8 hours
	Conversion As Specified	1 to 10 Loops	48 hours	Three (3) Business Days if a Loop change is not involved (or) Five (5) Business Days if a Loop is added or changed	8 hours
		11 or more Loops	192 hours	ICB	8 hours
	New Installs, Address Changes, or Changes to add loop (N2Q)	1 to 10 Loops	48 hours	Five (5) Business Days	8 hours
		11 or more Loops	192 hours	ICB	8 hours
	Loop Conditioning		24 Hours	Fifteen (15) Business Days	8 Hours
	Add or Change Feature(s), Add Primary Directory Number (PDN) to established Loop (N2Q), Add Call Appearance	1 to 10 Loops	24 hours	Three (3) Business Days	8 hours
				Colorado Only: Two (2) Business Days	
		11 or more Loops	192 hours	ICB	8 hours
	Remove Loop or completely disconnect service	1 to 10 Loops	24 hours	Three (3) Business Days	8 hours
		11 or more Lines	192 hours	ICB	8 hours

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Unbundled Network Elements Platform (UNE-P)

PRODUCT	Activity / Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
UNE-P ISDN PRI	Conversion As Is		48 hours	Five (5) Business Days	4 hours
	Conversion As Specified		See intervals for type of change requested	See intervals for type of change requested	
	New Installation of Facility and associated Trunks (With this activity, the number of facilities ordered drives the due dates for both facilities and trunks.)				
	Facilities and associated Trunks	1 to 3	48 hours	Nine (9) Business Days	4 hours
	Facilities and associated Trunks	4 to 6	48 hours	Twelve (12) Business Days	4 hours
	Facilities and associated Trunks	7 to 9	48 hours	Thirteen (13) Business Days	4 hours
	Facilities and associated Trunks	10 to 12	48 hours	Seventeen (17) Business Days	4 hours
	Facilities and associated Trunks	Over 12	192 hours	Add Three (3) Business Days for each additional 3 facilities (13-16=21 days, 17-20=25 days, etc.)	4 hours

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Unbundled Network Elements Platform (UNE-P)

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
UNE-P ISDN – PRI (Continued)	Add/Change Trunks on Existing Facility	1 to 8	48 hours	Five (5) Business Days	4 hours
		9 to 16	48 hours	Six (6) Business Days	4 hours
		17 to 24	48 hours	Seven (7) Business Days	4 hours
		Over 25	192 hours	ICB	4 hours
	Change size of SFG		24 hours	Two (2) Business Days	4 hours
	Change Design on Existing Facility (Requires orders on both facility and trunk accounts)				
	Facility		48 hours	Eight (8) Business Days	4 hours
	Trunks		48 hours	Eight (8) Business Days	4 hours

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Unbundled Network Elements Platform (UNE-P)

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
UNE-P Centrex 21	Non-Designed Conversion As Is		24 hours	Three (3) Business Days	24 hours OOS 48 hours AS
	Non-Designed Conversion as Specified		24 hours	Three (3) Business Days	24 hours OOS 48 hours AS
	Number changes without inward line activity, or hunting changes without inward line activity		24 hours	Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List – 1 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	One (1) Business Day	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List – 2 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Two (2) Business Days	24 hours OOS 48 hours AS
	Addition or change of CO Features not provided on 'Feature Exception List – 1 Day' or 'Feature Exception List – 2 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Three (3) Business Days <u>Colorado and Minnesota only:</u> Two (2) Business Days	24 hours OOS 48 hours AS
	PIC/LPIC change		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to	One (1) Business Day	24 hours OOS 48 hours AS

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